



redline and reddirect Service Schedule

The provisions of this Service Schedule are in addition to the Conditions for Redcare Alarm Monitoring Services (the "Conditions") and form part of this Contract.

1. INTERPRETATIONS

In this Service Schedule the following terms, in addition to those stated in clause 1 of the Conditions, have the meaning shown next to them:-

"Contractual Delivery Date" means the last day of the period set out in BT's Price List by which BT is to complete provision of the Service or such later date agreed with the Customer;

"Private Circuit" means a terrestrial telecommunications link between two or more specified points not provided over a public switched telecommunications system;

"Served Area" means the area where the Service is available;

2. SERVICE DESCRIPTION

2.1 The Service provides for the transmission of alarm signals from STUs at End Users' premises within a Served Area to the Customer's Monitoring Equipment via the BT Redcare System to enable the Customer to provide a security service to End Users. The Service includes an Access Circuit between the End User's premises and the BT Redcare System. The Access Circuit is solely for the use of transmissions between an End User's premises and the BT Redcare System.

2.2 Redline Service uses an analogue Access Circuit using BT's public switched telecommunications network. The Access Circuit will not allow telephone calls, including data calls, to originate from the End User's premises.

2.3 Reddirect Service uses an Access Circuit using BT's private service network. The Access Circuit will not allow telephone calls, including data calls, to originate from or terminate at the End User's premises.

2.4 The restrictions in paragraphs 1.2 and 1.3 do not affect transmissions between STUs and Monitoring Equipment using the BT Redcare System.

2.5 The Service can be provided in the following ways:

- (a) up to 8 separate bits of information can be transmitted from STUs to the Monitoring Equipment, described as redline and reddirect; or
- (b) 12 byte data packets can be transmitted both to and from STUs and the Monitoring Equipment, described as redline Serial and reddirect Serial;

2.6 The Service does not include:

- (a) the provision of telephone or private service to the End User; or
- (b) the provision or installation or repair or maintenance of the Monitoring Equipment and STU; or
- (c) the provision or repair or maintenance of a Private Circuit to connect the Monitoring Equipment to the BT Redcare System.

3. BT'S OBLIGATIONS

3.1 BT agrees to provide the Service by the Contractual Delivery Date and in accordance with the Guarantee Scheme. Where BT fails to provide Service by the Contractual Delivery Date, the Guarantee Scheme shall apply.

3.2 BT will provide a helpdesk facility to offer support for the Service to the Customer. The helpdesk is available 24 hours per day and 365 days per year.

3.3 BT will respond to a Customer who has a query or reports a fault as follows:

- (a) by providing advice by telephone and, where appropriate, advising on tests and checks to be carried out by the Customer;
- (b) where possible, by performing diagnostic checks from BT premises; and
- (c) if (a) and (b) above do not diagnose or clear a fault, and if BT deems it necessary, BT will visit the Customer's premises or the End User's premises (or both).

redline and reddirect Service Schedule

- 3.4 BT will carry out fault repair on the BT Redcare System during 24 hours per day and 7 days per week, including public and bank holidays. BT will aim to respond to a fault report within 4 hours of receipt and will keep the Customer informed of progress if the fault is not cleared during this period.
- 3.5 Fault repair under the Service on the Access Circuit to the End User's premises will operate on a Working Day. BT will aim to respond to a fault report, where it is received before 17:00 hours on one Working Day, by the end of the next Working Day. Fault repair work will only be carried out on a Working Day.

4. CUSTOMER OBLIGATIONS

It shall be a condition of Service that the Customer will:

- (a) separately arrange for connection of the Monitoring Equipment to the System via a Private Circuit;
- (b) ensure that the Monitoring Equipment and the STUs used are and remain approved for connection to BT's public switched telecommunications network;
- (c) obtain the necessary consents and approvals for the installation of the Access Circuit at each End User's premises; and
- (d) supply, install and maintain in good working order the Monitoring Equipment and the STUs in accordance with the manufacturer's instructions. The Customer will be responsible for any work required to enable installation of the STUs and the Monitoring Equipment.